# Desktop Optimization

FEBRUARY 2011 UTAH DEPARTMENT OF TECHNOLOGY SERVICES

# DTS Desktop Optimization Initiative

## Enterprise Client Management System

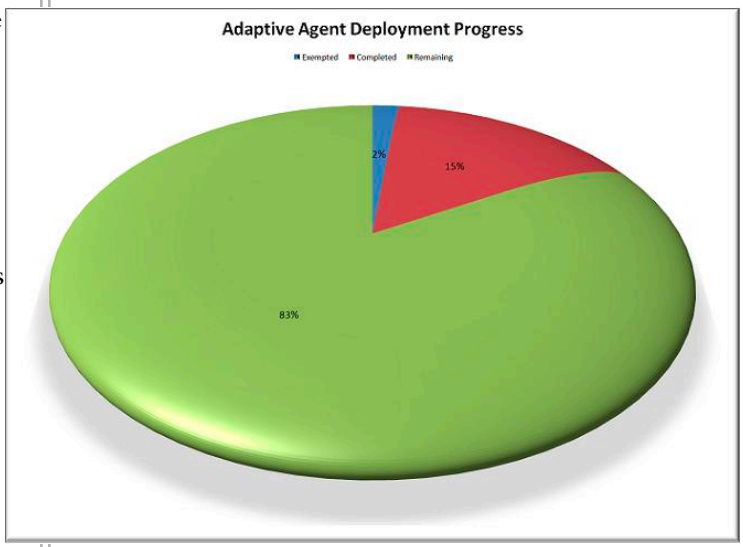
The deployment of the ZENWorks Adaptive Agent is well underway. So far, the Zenworks Adaptive Agent has been deployed to a total of 2,535 devices, which is 15% of the total as indicated in the pie chart to the right.

Also depicted in the pie chart are exemptions, which are currently shown at 2%. To be considered exempt a PC must meet at least one of these criteria:

- Any PC that is not state owned.
- Any PC that is isolated completely for security and/or regulatory reasons from the state Wide Area Network (WAN) or any other public network.
- Any PC that cannot communicate with the ZenWorks Client Management (ZCM) primary servers; typically a PC connected through a private Internet Service Provider (ISP).

These exemptions will be a very low percentage of the overall total number of PCs to which the agent will be deployed.

With a low percentage of exemptions the desired benefits of application management and deployment, inventory reporting, patch management and desktop imaging will be realized to a greater degree for the entire enterprise.




For more information, go to dts.utah.gov

# DTS Desktop Optimization Initiative

## Enterprise Help Desk

One of the Enterprise Help Desk Project goals is to increase First Call Resolution. The current focus for accomplishing this is the standardization of help desk procedures as well as the cross-training of help desk staff.

A User Manual/Procedure Guide has been completed during this project. It is available on the web at the following link Infrastructure - Utah Department of Technology Services. The goal of the procedure manual is to have all help desk staff operating as an enterprise help desk and moving away from agency specific help desks.

> One goal is to increase First Call Resolution through the standardization of help desk procedures

Each Campus now has a functioning help desk. The help desks are all using an ACD (automated call distribution) which allows for tracking of call volume in order for us to better schedule appropriate staff coverage. The ACD is also used to assist in directing customer calls to the appropriate desk for their needs.

The help desk management is currently reviewing tickets that roll out to campus desktop staff. By identifying the types of calls that rollout to the desktop staff, we will be able to determine the areas in which the help desk staff need training as well as what rights are needed for help desk staff to increase the first call resolution statewide.

## Virtual Desktop Project

Virtual desktops (vPCs) have attributes that facilitate use cases that are typically costly and/or time consuming to administer and maintain. For example, processing credit card payments requires adherence to the Payment Card Industry Data Security Standards (PCI DSS) which involves implementing policies that restrict access to data, ensuring encryption of data in transmission, patching and protecting against infection by virus or malware, etc. Providing vPCs to employees dealing with PCI data provides an effective and efficient solution for regulatory compliance.

> vPCs provide an effective and efficient solution for regulatory compliance

The vPC solution ensures that nothing is stored on the physical device used to access the data. The vPC environment policies govern what interaction is allowed between the physical PC environment and the vPC, i.e. printing, data storage, data copying, etc. The vPC session is also encrypted from beginning to end and resides on a completely separate network than the physical device. Authentication and access to the vPC can include requiring access from a specific device on a specific address by specific user accounts.

Another attribute of the vPC is its ability to maintain its original configuration. A vPC is simply a copy of an operating system template that has a personal profile applied to it. The profile maintains configuration and settings information without modifying the template. This allows a user to install, configure, and modify a session, then reboot so the session reverts to a vanilla state. This is extremely useful for managing training machines, kiosks, or other unattended devices. It ensures that the device maintains a baseline configuration that cannot be changed outside the active session. Returning the device to its original state only requires minutes rather than the typical tedious process of reinstalling the operating system and individual applications which can take hours.

Other examples of vPC attributes and how they are being used to facilitate business needs will be highlighted in upcoming issues. If you have questions in the meantime, feel free to communicate them to your IT Director or Campus Manager for address by the project team.